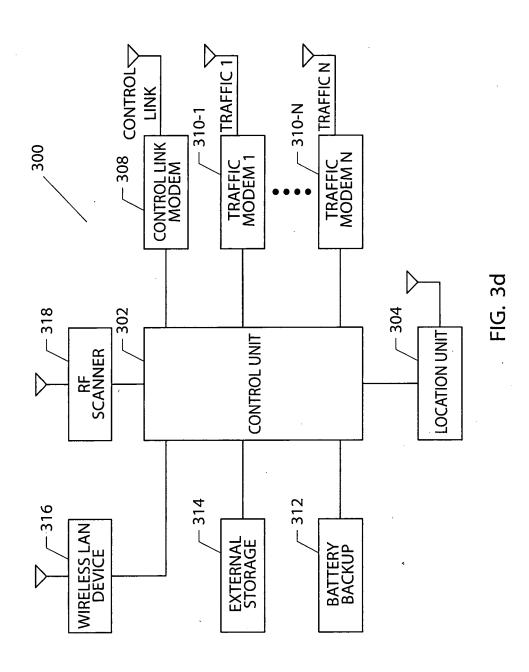
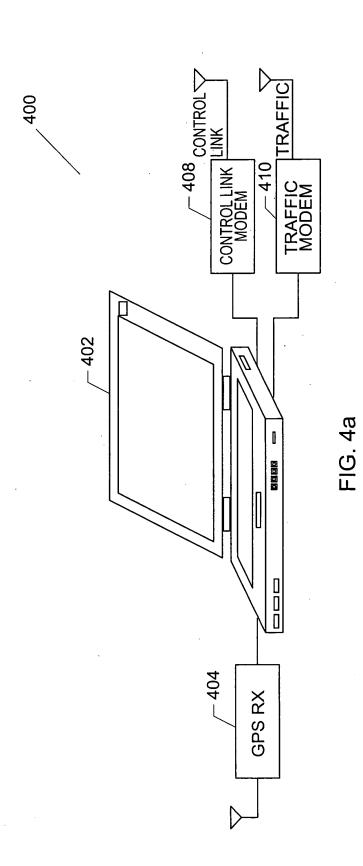
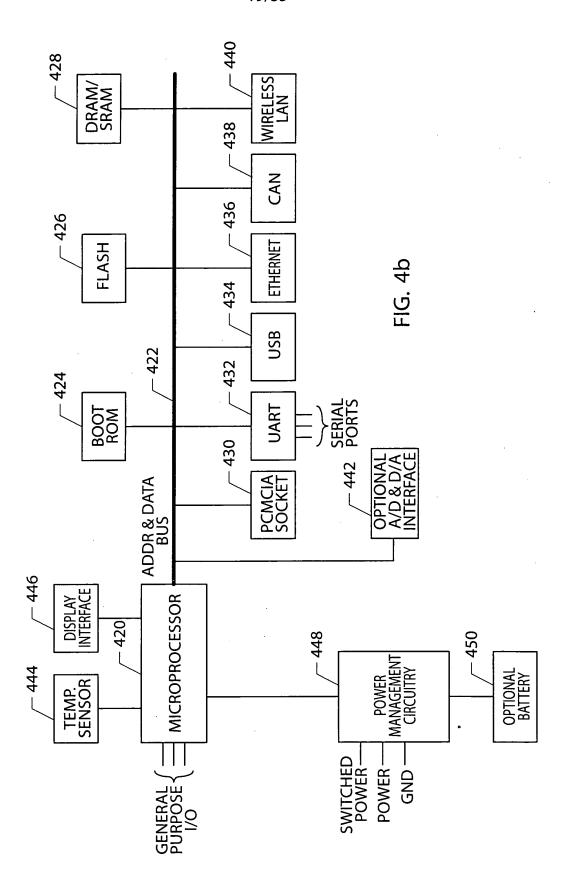


FIG. 3c







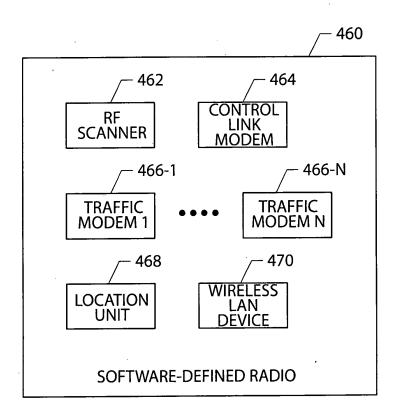


FIG. 4c

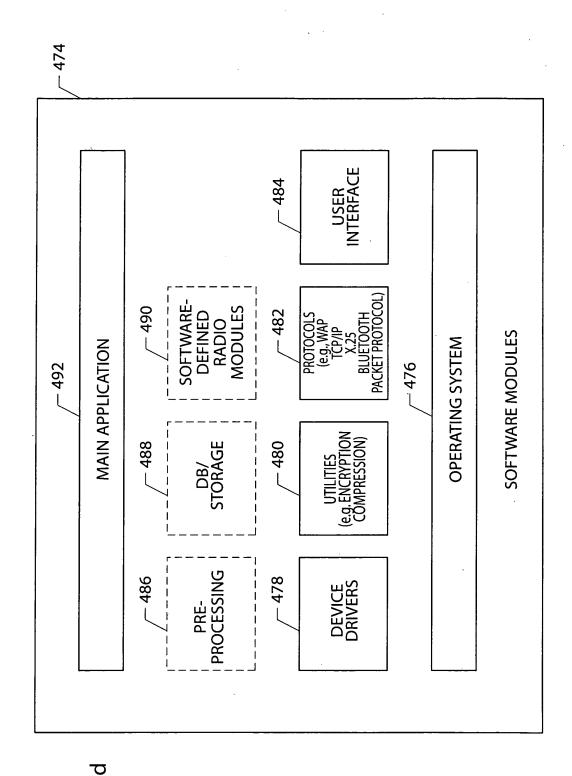
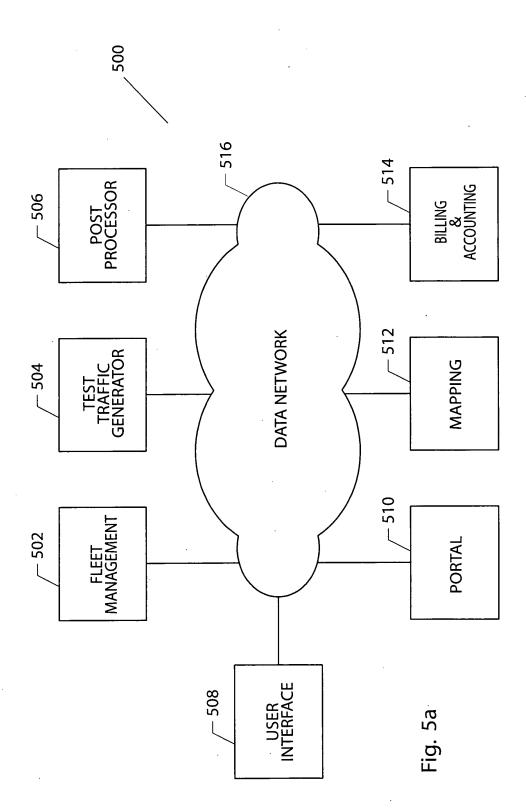
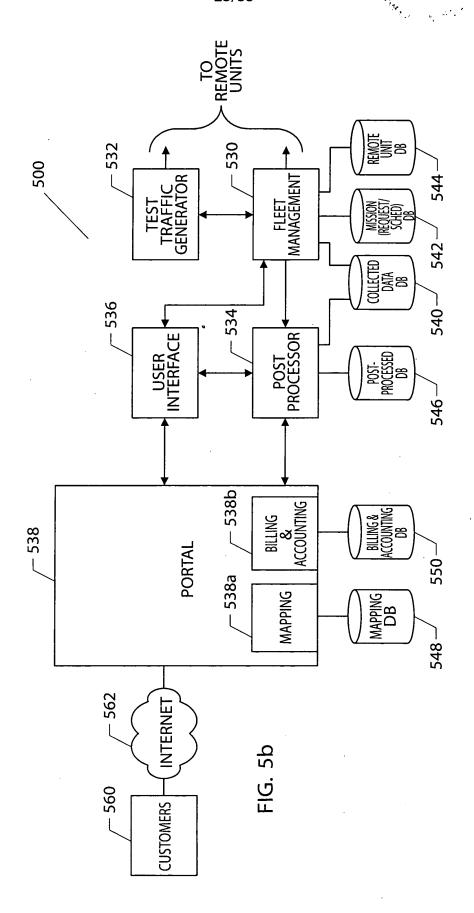


FIG. 4





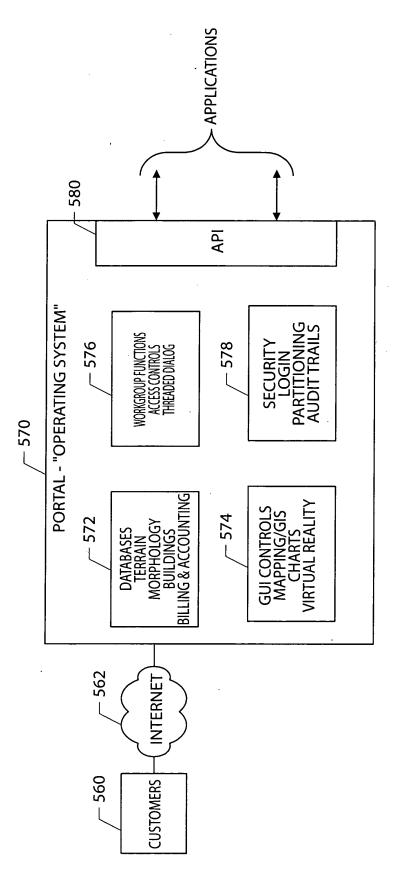


FIG. 5c

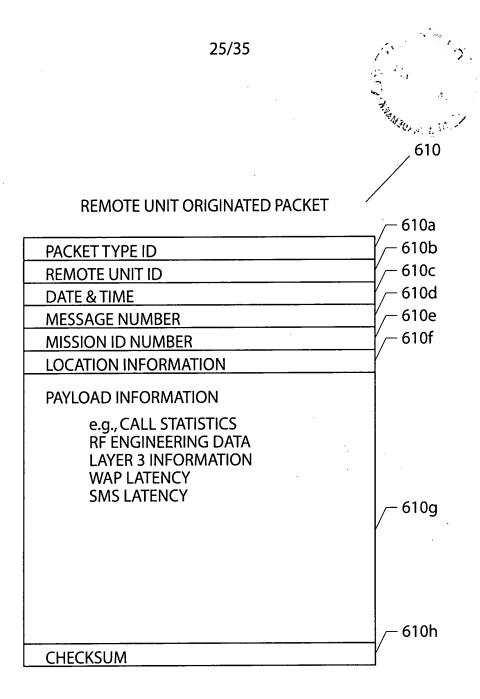


FIG. 6a

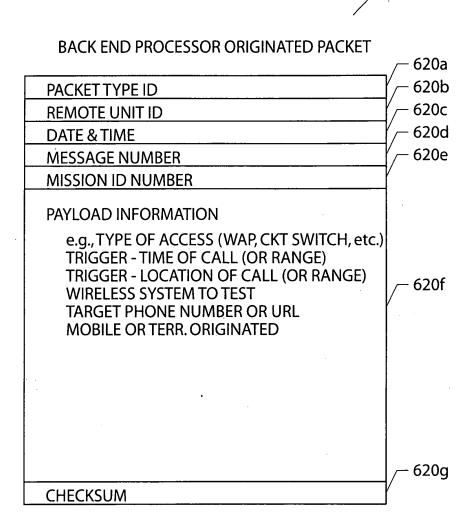


FIG. 6b

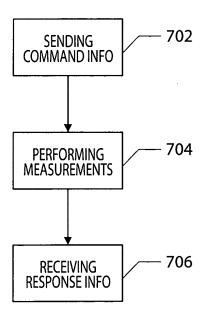
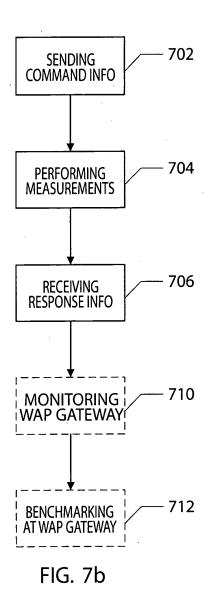


FIG. 7a



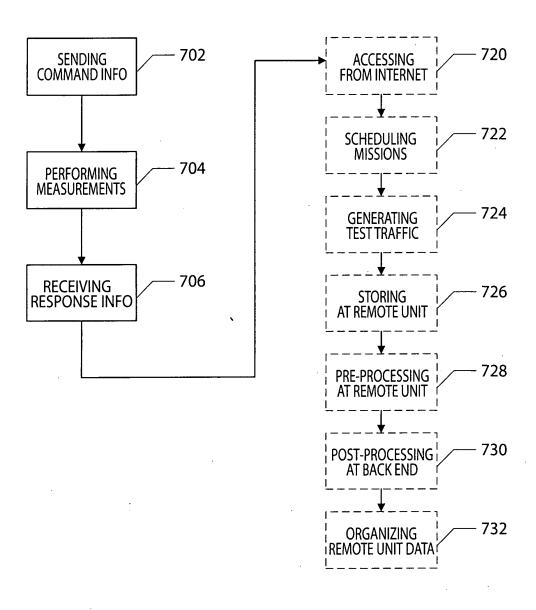


FIG. 7c

SERVICE: COMPARE PORTALS

PERIOD: 03/01/00 - 03/07/00 BENCHMARK: PORTAL INDEX AOL.COM REPORT: DOWNLOAD TIME FREQUENCY: 15 MINUTES TIME: 6 AM - 12 PM BY: ALL CARRIERS BY: CITY

820

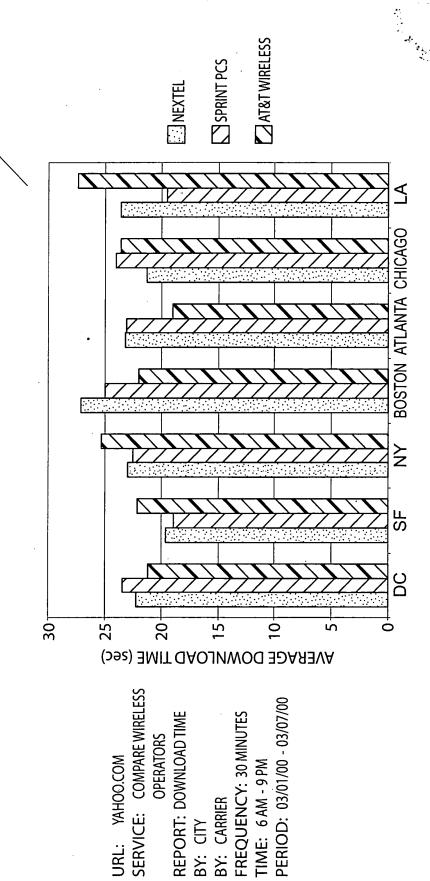
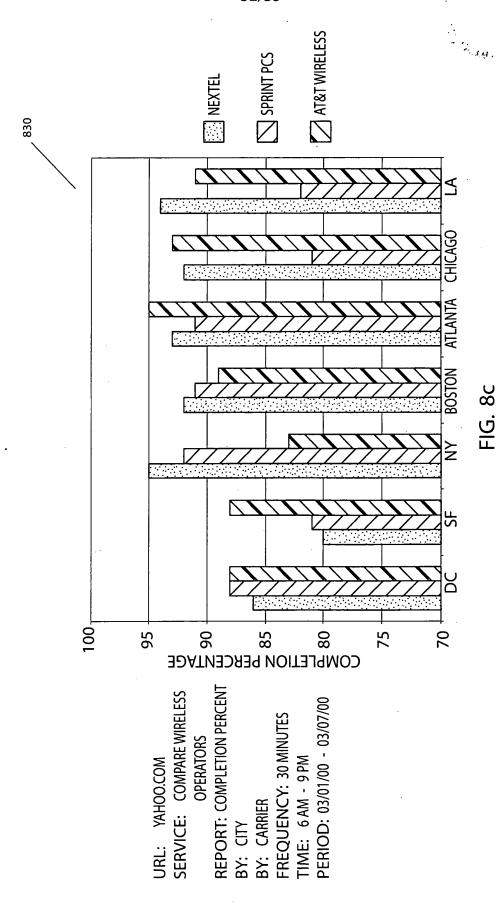
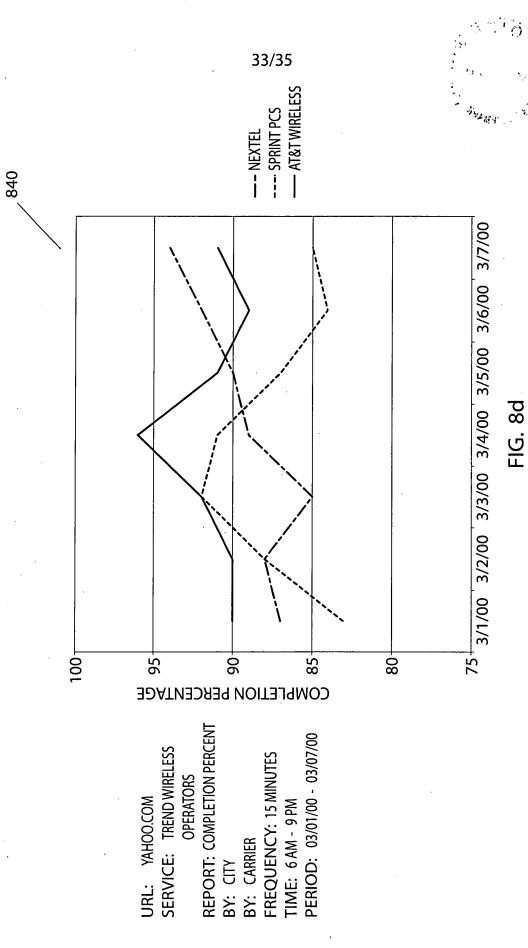


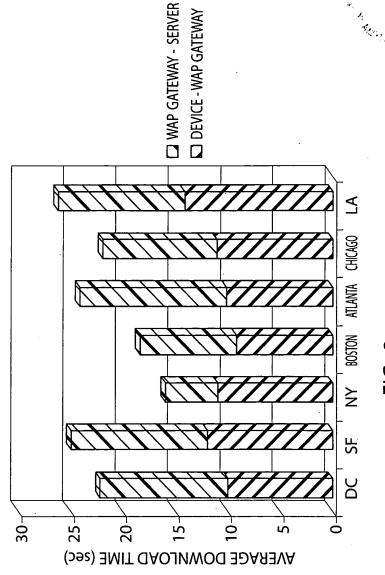
FIG. 8b



×**:** 

---





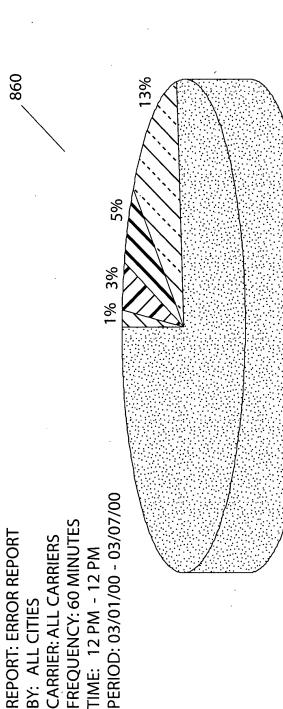
SERVICE: GATEWAY BREAKDOWN REPORT: DOWNLOAD TIME **COMPONENTS 1** URL: YAHOO.COM

FREQUENCY: 60 MINUTES CARRIER: NEXTEL BY: CITY

PERIOD: 03/01/00 - 03/07/00 TIME: 12 PM - 12 PM

FIG. 8e

850



SERVICE: ERROR STATS

URL: YAHOO.COM

DNS LOOKUP FAILURE

CONNECTION TIMEOUT

PAGE TIMEOUT

CONTENT ERRORS

SUCCESSES

FIG. 8f

78%